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Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler  
Serial Number: 09/870,364  
Filing Date: May 30, 2001  
Examiner/Art Group Unit: Unknown/2167  
Title: NON-PAY CUSTOMER RETENTION  
METHOD

CERTIFICATE OF MAILING AND TRANSMITTAL LETTER

Assistant Commissioner of Patents  
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Sir:

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Respectfully submitted,

YOUNG & BASILE, P.C.

*Michelle L. Knight*

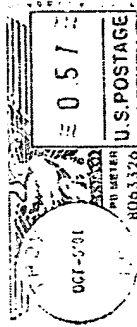
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